

Public Disclosures on quantitative and qualitative Parameters of Health services rendered  
Information as at 31/03/2023

Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Paramount		01/03/2023	30/04/2023

b. Number of policies and lives serviced in respect of which public disclosure is made:

Description	Individual	Group	Government	Total
No of policies serviced	36878	1005	5	37888
No of lives serviced	99381	1208325	5692873	7000579

c. Geographical Area of services Rendered in respect of which public disclosure is made:

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	Gujarat	AHMEDABAD R.O.	17	10994
2	Haryana	AMBALA R.O.	1	231
3	Karnataka	BANGALORE R.O.	1451	41755
4	Orissa	BHUBANESWAR R.O.	980	41725
5	Punjab	CHANDIGARH R.O.	55	122098
6	Tamil Nadu	CHENNAI R.O.	26	8445
7	Tamil Nadu	COIMBATORE R.O.	33	34288
8	Delhi	CORPORATE CELL DELHI	136	123796
9	Delhi	DELHI R.O.	5	313
10	Delhi	DELHI R.O. II	4597	121523
11	Karnataka	HUBLI R.O.	4	7
12	Telangana	HYDERABAD R.O.	103	36142
13	Kerala	KOCHI R.O.	19	24264
14	West Bengal	KOLKATA R.O.	4	2789
15	Uttar Pradesh	LUCKNOW R.O.	25	17193
16	Tamil Nadu	MADURAI RO	1	985
17	Maharashtra	MUMBAI R.O. I	1141	365577
18	Maharashtra	MUMBAI R.O. II	5320	52315
19	Maharashtra	MUMBAI R.O. III	70	61042
20	Delhi	NEW DELHI R.O.	37	44606
21	Bihar	PATNA R.O.	19	29383
22	Maharashtra	PUNE R.O.	10068	37034
23	Chattisgarh	RO RAIPUR	27	22981
24	Gujarat	VADODARA R.O.	13744	108220
25	Nagaland	All District PMJAY & CMHIS (GEN /EP)	1	1226585.5
26	West Bengal	Hooghly	1	1391775
27	West Bengal	Jhargram	1	412167
28	West Bengal	Purba Bardhaman	1	1091968
29	West Bengal	Paschim Medinipur	1	1570377
<b>TOTAL</b>			<b>37888</b>	<b>7000579</b>

d. Data of number of claims processed:

TPA	No. of claims outstanding at the beginning of year	No. of claims received during the year	No. of claims paid during the year	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation %	No. of claims outstanding at the end of the year
Paramount	17356	108340	115106	96%	4584	4%	6006

e. Turn Around Time (TAT) for cashless claims (in respect of number of claims):

Sr. No.	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***
1	Within <1 Hour	79%	67%	84%	76%
2	Within 1-2 Hours	15%	28%	13%	21%
3	Within 2-6 Hours	4%	4%	2%	3%
4	Within 6-12 Hours	0%	0%	0%	0%
5	Within 12-24 Hours	1%	0%	0%	0%
6	>24 Hours	1%	0%	0%	0%
<b>Total</b>		<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

\*percentage to be calculated on total of respective column

\*\*Reckoned from the time last necessary document is received by insurer/TPA (whichever is earlier) and till final pre auth is issued in the hospital)

\*\*\*Reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

f. Turn Around Time (TAT) In respect of payment/ repudiation of claims:

Description (to reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of claims	percentage (%)	No. of claims	percentage (%)p	No. of claims	percentage (%)	No. of claims	percentage(%)
Within 1 Month	6120	97%	59390	96%	28523	56%	94033	79%

Between 1-3 Months	146	2%	1985	3%	13319	26%	15450	13%
Between 3-6 Months	33	1%	446	1%	8933	17%	9412	8%
More than 6 Months	10	0%	301	0%	484	1%	795	1%
<b>Total</b>	<b>6309</b>	<b>100%</b>	<b>62122</b>	<b>100%</b>	<b>51259</b>	<b>100%</b>	<b>119690</b>	<b>100%</b>

\*Percentage shall be calculated on total of respective column

g. Data of grievances received against the TPA:

Sr. No.	Description	No. of Grievances
1	Grievances outstanding at the beginning of year	0
2	Grievances received during the year	3
3	Grievances resolved during the year	3
4	Grievances outstanding at the end of the year	0

Chief Executive Officer

Chief Executive Officer



Dr. Nayan Shah  
MD and CEO  
Paramount Health Services and Insurance TPA Pvt. Ltd.



**आर.आर. सिंह**  
अध्यक्ष एवं प्रबंध निदेशक  
**R.R. SINGH**  
Chairman Cum Managing Director

